VERIZON'S PROPOSED LIST OF MEASURES
Illinois Docket #01-0539

Retail Measurement	Functionally Similar Wholesale Measurement	*Rationale* / Definition and standard for wholesale[1]
Operator Answer Time:		
Toll & Assistance	No measure – parity by design	*Wholesale customers utilize the same operator services operator as retail on a first come first served basis. Performance is identical with retail by design.*
Directory Assistance	No measure – parity by design	*Wholesale customers utilize the same directory assistance operators as retail on a first come first served basis. Performance is identical with retail by design.*
Business Office Answer Times	Illinois Measure 44 – Center Responsiveness	Measures the average time it takes Verizon's ordering work center to answer a call. Benchmark Standard: 17 seconds.
Repair Answer Time	Illinois Measure 44 – Center Responsiveness	Measures the average time it takes Verizon's repair work center to answer a call. Benchmark Standard: 17 seconds.
Transmission:		
All Trunks Busy (ATB)	Illinois Measure 25 – Percent Final Trunk Group Blockage	Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months. Benchmark Standard: No Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.
Incoming Attempts	No measure – parity by design	*Incoming call attempts is part of the equation for trunk blockage and dependent on the number of trunks and capacity of final trunks. Wholesale customers utilize common trunks on a first come first served basis with retail customers.*
Dial Tone Speed (time it takes to become available)	No measure – parity by design	*Wholesale customers utilizing switching (such as resale or UNE Platform) will receive dial tone on a first come first served basis with retail. It is not possible to track this separately for wholesale versus retail.*
Analog Loops Maintained insulation resistance	No measure – parity by design	*All Analog loops are constructed to meet the same engineering standards.*
Transmission Loss limit on an analog local loop	No measure – parity by design	*All Analog loops are constructed to meet the same engineering standards.*

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[1] Specifics on business rules and exclusions are included in Verizon's Final Collaborative Report provided to the commission on February 20, 2001. Wholesale performance measures were developed in a collaborative process involving approximately 50 CLECs, over a three and one-half year period, in Illinois and other jurisdictions. Measurement Definitions may be slightly different from the Part 730 retail service standards due to the differences in roles and responsibilities in a wholesale environment. Generally, parity is the performance standard when a retail analog exists. To the extent that the state regulates retail performance in any area, wholesale performance will be regulated indirectly via the parity standard.

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Retail Measurement	Comparable Wholesale Measurement	*Rationale* / Definition for wholesale [1]
Transmission Loss limit on an analog interoffice trunk	No measure – parity by design	*All Analog interoffice trunks are constructed to meet the same engineering standards.*
Transmission Loss limit on an analog toll terminating trunk	No measure – parity by design	*All Analog interoffice trunks are constructed to meet the same engineering standards.*
Transmission Loss limit on an digital interoffice trunk	No measure – parity by design	*All Analog interoffice trunks are constructed to meet the same engineering standards.*
Loop current minimum	No measure – parity by design	*All Analog loops are constructed to meet the same engineering standards.*
Power influence maximum	No measure – parity by design	*All Analog loops are constructed to meet the same engineering standards.*
Out of Service Standard	FCC Measure – MR-4 % OOS > 24 Hours	Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared. Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12). Performance Standard: Parity with retail
Installs within time limits	FCC Measure – PR-4 Percent Missed Due Dates	Measures the percent of new, move and change orders where installation was not completed by the due date due to Verizon reasons. Performance Standard: Parity with retail
Trouble Reports/100	FCC Measure – MR-2 Trouble Report Rate	Measures the total number of network customer trouble reports received within a calendar month per 100 lines/circuits/UNEs/trunks. Performance Standard: Parity with retail
Repeat Trouble Reports	FCC Measure – MR-5 Repeat Trouble Report	Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report. Any trouble, regardless of the original disposition code, that repeat as the following dispositions, will be classified as a repeat report: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12). Performance Standard: Parity with retail.

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Retail Measurement	Comparable Wholesale Measurement	*Rationale* / Definition for wholesale [1]
Repeat Trouble on Installs	FCC Measure – PR-6 Installation Quality	Measures the percent of New, Change, Move completed service orders which received a network customer trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Nondesigned services) of service order completion. Network customer troubles include the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12). Performance Standard: Parity with retail